

ORACLE®

Public Sector Revenue Management & Collection

Helping revenue collection agencies and empowering citizens

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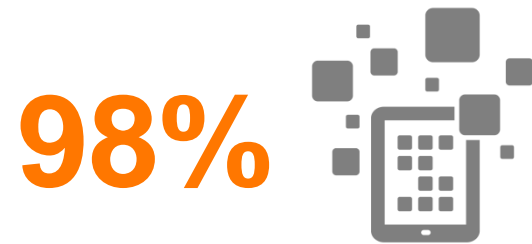
29th of February 2016

Citizens' Perception, Compliance & Social Maturity



The Challenge

Change as fast as your citizens do



move between different devices
in the same day.

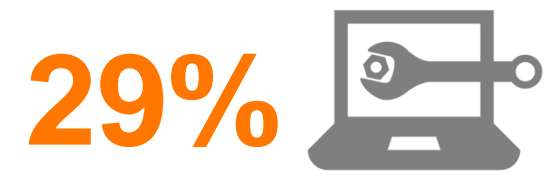
52% use 3 to 4 channels.

Can you serve them?



of government service agents
ranked their organization service
levels as average or below
average.

Are they empowered?



say inflexible technology
prevents adapting to new
ways of doing business.

**How fast can you
change?**

Sources:
Google "The New Multi-Screen World", Ovum "Optimizing Customer Service in a Multi-Channel World", Oracle CX Survey, 2013.

A PLATFORM TO DIFFERENTIATE ...on how you serve your citizens



Engage Citizens



Self Service
Anywhere



Find Answers Easily



Use Multiple
Channels



Empower Employees



Understand the Citizen



Drive the Resolution
Process



Be Proactive and
Preventative



Adapt



Configure Not Code



Extend & Integrate



Support Enterprise Scale

Oracle Public Sector Revenue Management

**Connected
Services**



**Revenue
Management**



**Policy
Automation**



Analytics



**Oracle Digital Development
Platform**



Connected, Engaging & Personal

Connected Services



Portal

Pixel Perfect Support
Sites and Widgets



Mobile Self-Service

Global Device Support



Integrated Knowledge

Single Knowledgebase Across
All Channels



Social Self-Service

Leverage the Power of
Customer Knowledge



Live Chat

Industry Leading Chat
& Proactive Chat



Co-Browse

In Depth Agent
Assistance



Smart Engagement

Guides & Troubleshooters



Email Support

Complete Email
Response Management



Empowering, Adaptable, Enterprise Scale

Revenue Management



Registration

Central View of Citizens



Forms

Configurable Forms and
Assessments Processing



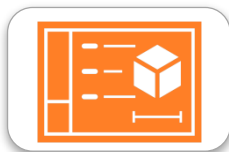
Payments

Distribution and Allocation



Accounting

Financials and Revenue
Accounting



Foundation

Policy Modeling,
Extendibility, Workflow
Tools



Billing

Asset-based billing



Collections

Closing the Tax Gap



Enterprise Management

Monitoring and
Administration



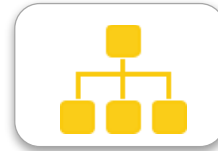
Manage Policies With Ease

Policy Automation



Policy Analytics

What-If Analysis &
Reporting



Rule Modeling

Model, Share & Update
Policy Rules



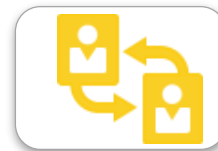
Compliance Management

Policy Auditing &
Decision Tracking



Policy Lifecycle

Change Management
& Deployment History



Dynamic Interviews

Personalized Advice and
Decision Explanations



Deployment Services

Integration APIs & Mobile
Deployment



What is Policy Automation?

...And why might I need it?



What unemployment benefit can I receive?

Does my child have to file a separate return this year?



Should my ex-husband pay child support?



Should I make estimated tax payments this year?



Am I eligible for an earned income tax credit?



Key Benefits

Empower Policy Experts

- Automate the handling of company policies
- Business users manage policy rules in familiar Word and Excel files

Deliver Consistent Policy Decisions

- Ensure policies are consistently met across channels & devices
- Dynamic interviews change based on answers and what is already known about the citizen

Build Trust Through Transparency

- Citizens and agents understand why decision was made
- Auditors easily access explanation of every decision



Driving Process Innovation & Compliance

Analytics



Predictive Models

Benish M-Score and Altman Z-score



Data Model

Pre-built tax enterprise data warehouse data model



Drag and Drop

Business Users build their own reports



KPI Scorecard

Business Performance and Monitoring



Registration

Citizen insight



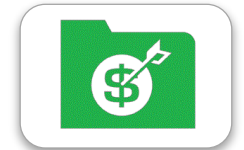
Payments

Distribution, Allocation



Accounting

Financial Insight, Revenue Accounting



Collections

OECD Metrics and Balance Sheet

Oracle PSRM 2016 and Beyond

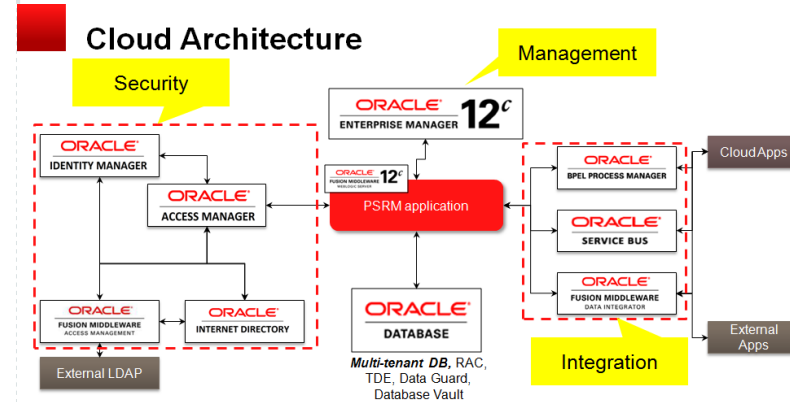
PSRM Innovation

Future Investment Themes for Public Sector Revenue Management

Mobile Ready



Cloud Ready



Embedded Analytics



Hardware and Software

Engineered to Work Together